



CONCERNS AND COMPLAINTS POLICY

Outcome statement

All complaints, concerns and incidents are attended to promptly, respectfully, restoratively and professionally, honouring the human dignity and equality of all involved, and seek to bring effective resolution to all parties concerned.

Scoping

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

Delegations

The board delegates to the principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal, responsibility lies with the board.

Expectations and limitations

In complying with the policy, the principal shall not fail to:

- Ensure the equality of all people is acknowledged and their human dignity maintained when following all concerns and complaints procedures
- Implement and maintain robust procedures to meet the policy requirements
- Ensure that the process for complaints or grievances is clearly communicated and posted on the school website (if applicable)
- Ensure that the complainant has previously followed the school's concerns and complaints procedure before escalating to board level

Should the board receive a complaint regarding the principal or determine that any policy violation may have occurred, the board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the principal).

Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.

Should the board receive a complaint about historic abuse or harm, it should refer to the National Office for Professional Standards of the Catholic Church in Aotearoa New Zealand guidelines.

The board shall advise its insurance agent of any complaint escalated to the board.

Once the dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the board shall advise the parent of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

Procedures/supporting documentation

Parent and staff concerns and complaints process

Who to Contact School

Board Complaints Checklist

Principles of Catholic Social Teaching

National Office for Professional Standards of the Catholic Church of Aotearoa New Zealand

Monitoring

The principal shall maintain a register of complaints and resolutions and report to the board at least quarterly per annum outlining numbers of complaints, resolution success figures and any areas of concern for board deliberation.

Legislative compliance

Education and Training Act 2020

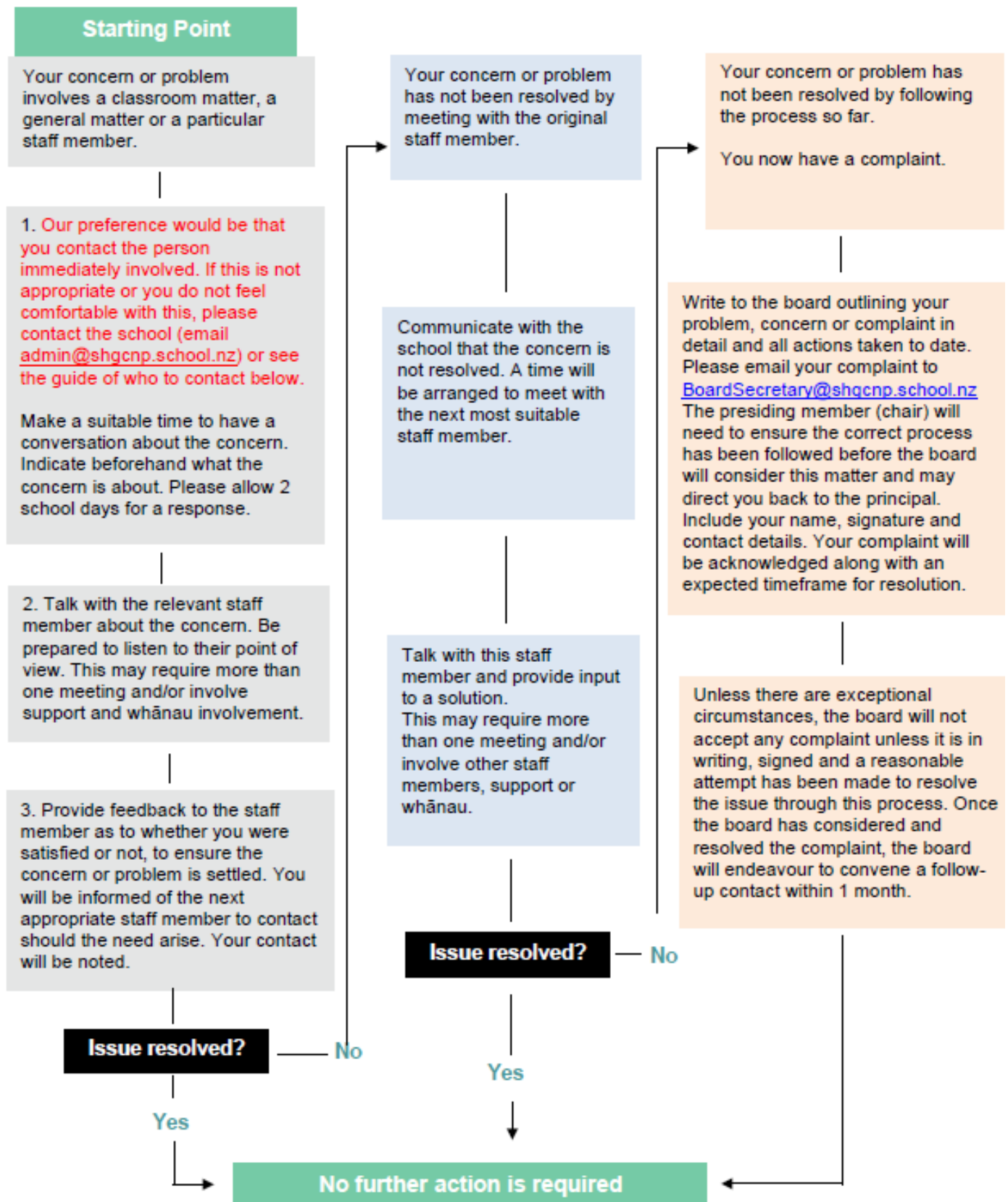
Relevant employment agreements

Relevant professional standards

Reviewed:	Next Review: July 2026
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Signed (Presiding Member): 	Date of Board Meeting reviewed and accepted: Wednesday 3 May 2023
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Advice for students, staff, parents, whānau and community



Who To Contact At School

The issue is with a particular subject.	Please email the subject teacher on: (teachercode)@shgcnps.school.nz You can then arrange a time for a phone call or a visit if required. Note: the teacher codes are 3 letter codes, eg jta for Jeremy Taylor. A full staff list is found on our website accessed from the "Contact Us" page or this link: http://www.shgcnps.school.nz/our-school/staff/																				
The issue is with more than one subject or other aspects of school, or a home or health situation that the school needs to know about.	Please contact your child's Manaaki Teacher: (teachercode)@shgcnps.school.nz <i>The first port of call for most concerns should be the Manaaki Teacher</i>																				
There is something more serious happening. This might be about bullying (online or in person), mental health or there might be something going on that is a bit more confidential.	For more serious pastoral care needs please contact the Dean. 2025 Deans: <table> <tr> <td>Year 7 Dean: Andrea Taylor</td><td>ata@shgcnps.school.nz</td></tr> <tr> <td>Barbier Junior Dean: Sheree Rangiwhia</td><td>sra@shgcnps.school.nz</td></tr> <tr> <td>Barbier Senior Dean: Helen Basile</td><td>hba@shgcnps.school.nz</td></tr> <tr> <td>Chanel Junior Dean: Jade Harrison</td><td>jhr@shgcnps.school.nz</td></tr> <tr> <td>Chanel Senior Dean: Shin Kirkcaldie</td><td>ski@shgcnps.school.nz</td></tr> <tr> <td>Lourdes Junior Dean: Ross Howarth</td><td>rho@shgcnps.school.nz</td></tr> <tr> <td>Lourdes Senior Dean: Joan Hodson</td><td>jho@shgcnps.school.nz</td></tr> <tr> <td>Vianney Junior Dean: Katie Coleman</td><td>kco@shgcnps.school.nz</td></tr> <tr> <td>Vianney Senior Dean: Carly Avery</td><td>cav@shgcnps.school.nz</td></tr> </table>	Year 7 Dean: Andrea Taylor	ata@shgcnps.school.nz	Barbier Junior Dean: Sheree Rangiwhia	sra@shgcnps.school.nz	Barbier Senior Dean: Helen Basile	hba@shgcnps.school.nz	Chanel Junior Dean: Jade Harrison	jhr@shgcnps.school.nz	Chanel Senior Dean: Shin Kirkcaldie	ski@shgcnps.school.nz	Lourdes Junior Dean: Ross Howarth	rho@shgcnps.school.nz	Lourdes Senior Dean: Joan Hodson	jho@shgcnps.school.nz	Vianney Junior Dean: Katie Coleman	kco@shgcnps.school.nz	Vianney Senior Dean: Carly Avery	cav@shgcnps.school.nz		
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For any other issues not covered here, or if you are unsure of who to contact.	Please ring the school on 758 5023 and our office staff will help you out.																				
For curriculum related concerns, please contact the Leader of Learning.	2025 Leader of Learning: <table> <tr> <td>Year 7 & 8: Nicola Hill</td><td>nhi@shgcnps.school.nz</td></tr> <tr> <td>Arts & Languages: Bridie Steele</td><td>bst@shgcnps.school.nz</td></tr> <tr> <td>English: Abbie Rilkoff</td><td>ari@shgcnps.school.nz</td></tr> <tr> <td>Mathematics: Spencer Page</td><td>spa@shgcnps.school.nz</td></tr> <tr> <td>Pathways: Warwick Foy</td><td>wfo@shgcnps.school.nz</td></tr> <tr> <td>Physical Education: Narelle O'Byrne</td><td>noy@shgcnps.school.nz</td></tr> <tr> <td>Religious Studies: Pauline Koorey</td><td>pko@shgcnps.school.nz</td></tr> <tr> <td>Science: Linda Dixon</td><td>ldi@shgcnps.school.nz</td></tr> <tr> <td>Social Sciences: Taryn Gadsby</td><td>tgy@shgcnps.school.nz</td></tr> <tr> <td>Technology: Emma Cronin</td><td>ecr@shgcnps.school.nz</td></tr> </table>	Year 7 & 8: Nicola Hill	nhi@shgcnps.school.nz	Arts & Languages: Bridie Steele	bst@shgcnps.school.nz	English: Abbie Rilkoff	ari@shgcnps.school.nz	Mathematics: Spencer Page	spa@shgcnps.school.nz	Pathways: Warwick Foy	wfo@shgcnps.school.nz	Physical Education: Narelle O'Byrne	noy@shgcnps.school.nz	Religious Studies: Pauline Koorey	pko@shgcnps.school.nz	Science: Linda Dixon	ldi@shgcnps.school.nz	Social Sciences: Taryn Gadsby	tgy@shgcnps.school.nz	Technology: Emma Cronin	ecr@shgcnps.school.nz
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For issues of a sensitive or serious nature, or if you do not feel comfortable to speak to the parties directly involved, please contact a member of the Senior Leadership Team.	2025 Senior Leadership Team: <table> <tr> <td>Deputy Principal: Holly Miller <i>Kaitiaki Ako & Poutama</i></td><td>hmi@shgcnps.school.nz</td></tr> <tr> <td>Deputy Principal: Jeremy Taylor <i>Kaitiaki Hauora</i></td><td>jta@shgcnps.school.nz</td></tr> <tr> <td>Assistant Principal: Kim Goodey <i>Kaiārahi, Digital and NZQA Overview</i></td><td>kgo@shgcnps.school.nz</td></tr> <tr> <td>Director of Religious Studies: Wendy Mulligan <i>Kaitiaki Whakapono</i></td><td>wmu@shgcnps.school.nz</td></tr> <tr> <td>Tumuaki/Principal: Barbara Costelloe</td><td>bco@shgcnps.school.nz</td></tr> </table>	Deputy Principal: Holly Miller <i>Kaitiaki Ako & Poutama</i>	hmi@shgcnps.school.nz	Deputy Principal: Jeremy Taylor <i>Kaitiaki Hauora</i>	jta@shgcnps.school.nz	Assistant Principal: Kim Goodey <i>Kaiārahi, Digital and NZQA Overview</i>	kgo@shgcnps.school.nz	Director of Religious Studies: Wendy Mulligan <i>Kaitiaki Whakapono</i>	wmu@shgcnps.school.nz	Tumuaki/Principal: Barbara Costelloe	bco@shgcnps.school.nz										
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For hostel-related concerns, please contact the Hostel Manager.	Hostel Manager: Marina Walsh mwa@shgcnps.school.nz																				

Board Complaint Checklist

Once a letter of complaint has been received, the board's presiding member (chair) should ensure the following process is followed:

	Notes/date completed
1. Presiding member ensures the process has been followed as outlined in the concerns and complaints procedure or is a genuine complaint against the principal or board.	
2. Presiding member verifies with the principal that any staff (or others) identified in the complaint are aware of the situation and that there has been discussion and attempts to reconcile.	
3. If the complaint or action is employment related or has potential industrial relations implications, presiding member contacts NZSTA employment advisory and support centre. For all other complaints, contact NZSTA governance advisory and support centre.	eradvice@nzsta.org.nz govadvice@nzsta.org.nz
4. Presiding member alerts the school's insurance broker.	
5. If the complaint has a potential to pose a risk to the proprietor the presiding member alerts the proprietor	
6. Presiding member acknowledges the letter of complaint within seven days and advises the board process, or redirects the complainant to the principal, syndicate leader or staff member as appropriate. Presiding member reports to the board without names or detail at the next meeting.	
7. Once confirmed as a legitimate complaint to the board, presiding member forwards it confidentially to all board members for consideration. Any member who has a conflict of interest should declare and take no further part in the process around this matter.	
8. Board requests principal to present full written report to the board outlining all actions taken, advice received, meetings held and justified decisions made.	
9. Board determines if the principal's report fully satisfies it of full and fair process. If so, the board supports the principal and advises the complainant.	
10. If not satisfied, the board meets and discusses in public excluded business, determines whether or not to formally meet the complainant and delegates responsibility to members of the board as deemed appropriate.	
11. Board delegates meet with the complainant and discuss the complaint more fully - clarifying, investigating and verifying. Support persons should be confirmed as welcome to attend this meeting.	
12. Board delegates report back to full board and recommend actions/decisions.	
13. Board considers recommendations, records and formally minutes decisions.	
14. Board advises complainant in writing of its provisional decisions and factors considered in reaching them, within 21 days of complaint receipt, unless otherwise agreed by all parties. Complainant is given opportunity to comment before the board's final decision is reached and given.	
15. Board advises complainant of their right to apply for dispute resolution if they are dissatisfied with the outcome.	
16. Board aims to convene follow-up meeting within one month of step 9.	